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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**PATENT**

In re application of: Michael Ely et al.

Attorney Docket No.: ASPTP001

Application No.: 10/081,560

Examiner: N/A

Filed: Feb. 20, 2002

Group: 2161

**Title: METHOD AND APPARATUS FOR A BUSINESS  
CONTACT CENTER**

**RECEIVED**

APR 24 2002

Technology Center 2100

**CERTIFICATE FIRST CLASS MAILING**

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: Assistant Commissioner for Patents, Washington, DC 20231.

Dated: April 17, 2002

Signed: Susan W. Xu  
Susan W. Xu

**INFORMATION DISCLOSURE STATEMENT  
UNDER 37 CFR §§1.56 AND 1.97(c)**

Assistant Commissioner for Patents  
Washington, DC 20231

Dear Sir:

Listed below or on an attached Form PTO-1449 is information known to applicant(s). A copy of each listed publication and U.S. and foreign patent, except for pending U.S. applications, is being submitted herewith, along with a concise explanation of information in a foreign language, if any, pursuant to 37 C.F.R. §1.97-1.98.

Applicants respectfully request that the listed information be considered by the Examiner and be made of record in the above-identified application. If form PTO-1449 is enclosed, the Examiner is requested to initial and return it in accordance with MPEP §609.

This statement is not intended to represent that a search has been made or that the information cited in the statement is, or is considered to be, material to patentability as defined in §1.56.

This statement qualifies under 37 C.F.R. §1.97, subsection (b) because (check all that apply):

- (1) It is being filed within 3 months of the application filing date  
-- OR --  
 (2) It is being filed within 3 months of entry of a national stage  
-- OR --  
 (3) It is being filed before the mail date of the first Office Action on the merits.

— 37 C.F.R. §1.97(c). If this statement is being filed after the latest of: (1) three months beyond the filing date of a national application; (2) three months beyond the date of entry of the national stage as set forth in §1.491 in an international application; or (3) the mailing date of a first Office action on the merits, but before the mailing date of the earlier of a final office action under §1.113 or a notice of allowance under §1.311, then:

- a certification as specified in §1.97(e) is provided below; or  
— a fee of \$180.00 as set forth in §1.17(p) is authorized below, enclosed, or included with the payment of other papers filed together with this statement.

— 37 C.F.R. §1.97(d). If this statement is being filed after the mailing date of the earlier of a final office action under §1.113 or a notice of allowance under §1.311, but before payment of the issue fee, then:

- B. a petition under 37 C.F.R. §1.97(d) requesting consideration of this statement is submitted herewith; and  
C. a fee of \$130.00 as set forth in §1.17(i)(1) is authorized below, enclosed, or included with the payment of other papers filed together with this statement.

— 37 C.F.R. §1.97(e). A statement under this section must state either:

- (1) That each item of information contained in the information disclosure statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the information disclosure statement;

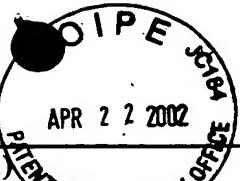
X *Fee Authorization.* The Commissioner is hereby authorized to charge any underpayment of any additional fees or credit any overpayment associated with this communication to Deposit Account No. 50-1338 (Order No. ASPTP001). A duplicate copy of this authorization is enclosed.

Respectfully submitted,  
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<b>Form 1449 (Modified)</b> <b>Information Disclosure Statement By Applicant</b>  (Use Several Sheets if Necessary)	
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Atty Docket No. ASPTP001  
 Application No.: 10/981,560  
 Applicant: ELY et al.  
 Filing Date Feb. 20, 2002  
 Group 2161

U.S. Patent Documents							
Examiner Initial	No.	Patent No.	Date	Patentee	Class	Sub-class	Filing Date
	A	5,452,348	09/19/95	Adams et al.			
	B	5,673,080	09/30/97	Biggs et al.			RECEIVED
	C	5,689,553	11/18/97	Ahuja et al.			APR 24 2002
	D	5,737,321	04/07/98	Takahashi			
	E	5,963,547	10/05/99	O'Neil et al.			Technology Center 2100
	F	5,991,276	11/23/99	Yamamoto			
	G	6,018,360	01/25/00	Stewart et al.			
	H	6,038,302	03/14/00	Burok et al.			
	I	6,081,513	06/27/00	Roy			
	J	6,192,121	02/20/01	Atkinson et al.			

#### Foreign Patent or Published Foreign Patent Application

Examiner Initial	No.	Document No.	Publication Date	Country or Patent Office	Class	Sub-class	Translation	
							Yes	No
	A	WO97/42728	11/13/97	WO	H04L	A2		
	B	WO98/13974	04/02/98	WO	H04L	A1		
	C	WO98/13995	04/02/98	WO	H04M	A1		
	D	WO98/17048	04/23/98	WO	H04M	A1		
	E	EP 0 817 451 A2	01/07/98	EP	H04M	A2		

#### Other Documents

Examiner Initial	No.	Author, Title, Date, Place (e.g. Journal) of Publication
	A	A DataBeam Corporation White paper, H.323 Version 2.0, A primer on the H.323 Series Standard, Pages 1-16.
	B	A DataBeam Corporation White paper, t.120, A Primer on the T.120 Series Standard, pages 1-16.
	C	Lucent Technologies, Inc., IP Exchange systems, Bringing Together All Your Communication on a Single Network, October 1998.
	D	XP-000777437 Fernand hollevoet, "The Any-Media Call Centre," Brussels, Belgium
	E	XP-000784128 Norbert Hahn, "Dialog via Internet Call Center," Berlin
Examiner		Date Considered

Examiner: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.